UDgateway
Mid-Range Appliance
Hardware Guide

V 5.3

Ref.: RD-HGMGW050300-EN-01

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1. Read Me First

1.1. Who should use this manual

This guide is intended for installation engineers, product support engineers and service personnel. It is not intended for the end-user of the system.

1.2. How to use this manual

This user manual is for UDgateway®. Use the instructions in this manual to make physical connections for the installation of the system and to configure the system parameters.

This guide is arranged as follows:

- Chapter 1 - describes the conventions and the general safety instructions.
- Chapter 2 - for an overview of the UDgateway®
- Chapter 3 - describes the installation of the UDgateway
- Chapter 4 - Technical data
- Chapter 5 - Hardware / Software Matrix

This manual assumes that you understand the basic concepts of telecommunications as applied to the product described, and that you are familiar with the relevant operational network protocols involved.

1.2.1. Conventions

This user manual contains important safety instructions in form of WARNINGS and CAUTIONS.
These instructions are enclosed in a tinted area.

WARNINGS are concerned with your safety; that is, preventing death or injury.
CAUTIONS are concerned with preventing damage to equipment.

You must read, understand, and obey all safety instructions in this manual before proceeding with any installation or maintenance procedures, as they concern your safety, the safety of others, and the reliability of the equipment with which you are working.

This chapter contains important general safety instructions. Specific important safety instructions are provided throughout this manual in the instructions where necessary.

1.3. General safety instructions

Comply with all national and local safety requirements when installing this equipment. Additionally, note the following general safety instructions:

WARNING
Do not install the equipment if it is damaged.
Notify the supplier immediately to arrange replacement equipment/parts.

WARNING
In case of fire

1. *Switch off power to the equipment immediately*
2. *Call Fire Service*
3. *Use a Carbon Dioxide (CO2) or Dry Powder fire extinguisher DO NOT USE WATER*

WARNING
When moving equipment:
Do not move equipment when it is electrically connected

2.1. Hardware model : M4

The UDgateway® Mid-Range appliance is intended for installation in 19-inch racks.

Characteristics:

- Standard 19-inch rack mounting,
- Cover and housing: metal
- Wall mount kit included

UDgateway hardware model M4 has an additional Ethernet bypass board, compared to M3 hardware model.

Thanks to Ethernet bypass board, a power-off of an UDgateway configured in bridge mode will behave as a straight Ethernet cable passing traffic from one side to the other (from fxp0 to xl0 and vice-versa).

2.1.1. Front Panel

A number of elements are situated on the front panel of the UDgateway® that enable you to check that the UDgateway® is correctly connected.

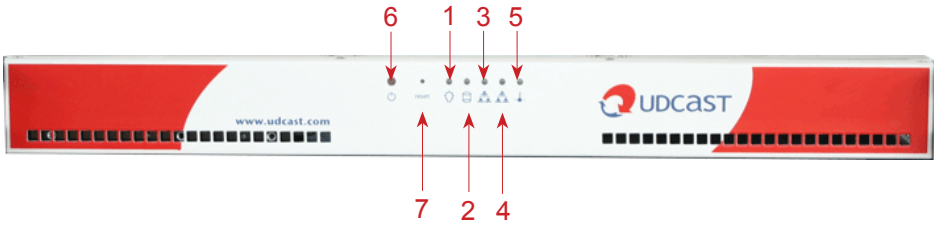

Figure 1 - UDgateway - M4 hardware - Front Panel

1 Power LED - Green = system is ON
2 Hard disk activity LED - Amber = activity
3 Ethernet activity (xl1) LED - Green = Network link and activity exist
4 Ethernet activity (xl2) LED - Green = Network link and activity exist
5 Temperature LED - Red = System temperature critical
6 Power on/off
7 Reset

***IMPORTANT**: Power on/off and reset buttons should not be used. UDgateway must be halted or rebooted from UDadmin web interface.*

***NOTE**: Ethernet bypass LED for the bypass board are located on the rear panel.*

2.1.2. Rear Panel

All connections are made from the rear panel.

The rear panel provides the following connectors:

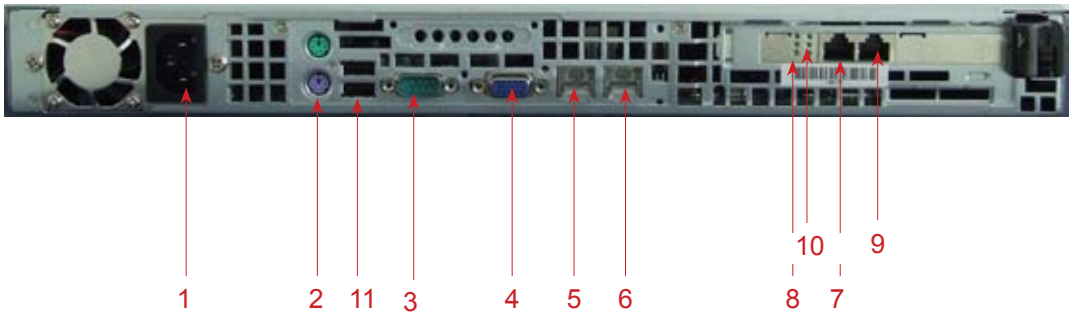

Figure 2 - UDgateway - M4 hardware - Rear Panel

1 Power connector

2 PS/2® keyboard mini DIN connector

3 Serial connector (RS-232 COM1)

4 VGA DB 15 Pin connector

Note: VGA/ PS-2 connectors or Serial connector can be used to directly access UDgateway console when there is no network connectivity.

5 **xl1 (WAN1)** - RJ-45 Ethernet connector - interface used in a multi-WAN environment with Link Management option

6 **xl2 (WAN2)** - RJ-45 Ethernet connector - interface used in a multi-WAN environment with Link Management option

7 **xl0 (WAN)** - RJ-45 Ethernet connector - Optimized interface

8 Led activity xl0 (WAN)

First led: Turns on 100 Mbits/s link (green)

Second led: Turns on 1000 Mbits/s link (green)

Third led: Turns on any link speed, blinks on activity (green)

If bypass: both, first and second leds are green

9 **fxp0 (LAN)** - RJ-45 Ethernet connector - Interception interface

10 Led activity fxp0 (LAN)

First led: Turns on 100 Mbits/s link (green)

Second led: Turns on 1000 Mbits/s link (green)

Third led: Turns on any link speed, blinks on activity (green)

If bypass: both, first and second leds are green

11 USB connectors

2.2. Hardware model : M3

The UDgateway® Mid-Range appliance is intended for installation in 19-inch racks.

Characteristics:

- Standard 19-inch rack mounting,
- Cover and housing: metal
- Wall mount kit included

***Note**: The UDgateway hardware model M3 has no Ethernet bypass board.*

2.2.1. Front Panel

A number of elements are situated on the front panel of the UDgateway® that enable you to check that the UDgateway® is correctly connected.

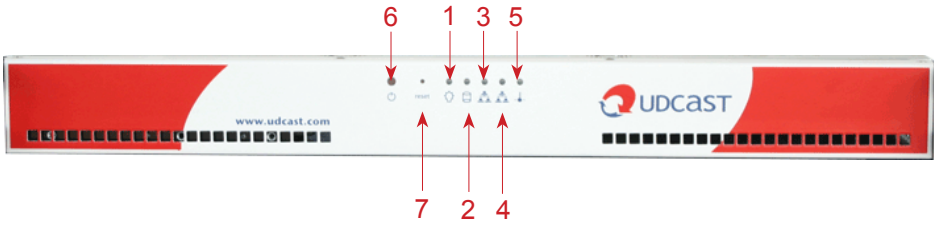

Figure 3 - UDgateway - M3 hardware - Front Panel

1. Power LED - Green = system is ON
2. Hard disk activity LED - Amber = activity
3. Ethernet activity (fxp0) LED - Flashing green = Network link and activity exist
4. Ethernet activity (xl0) LED - Flashing green = Network link and activity exist
5. Temperature LED - Red = System temperature critical
6. Power on/off
7. Reset

***IMPORTANT**: Power on/off and reset buttons should not be used. UDgateway must be halted or rebooted from UDadmin web interface.*

2.2.2. Rear Panel

All connections are made from the rear panel.

The rear panel provides the following connectors:

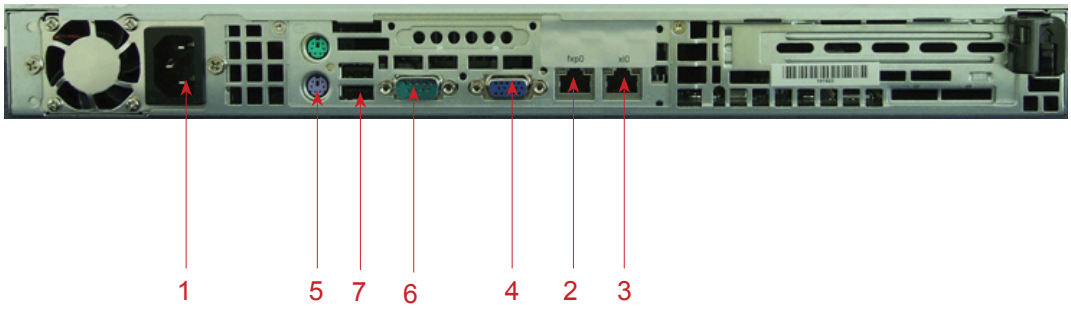

Figure 4 - UDgateway - M3 Hardware - Rear Panel

1. Power connector
2. **fxp0** - RJ-45 Ethernet connector - Interception interface
3. **xl0** - RJ-45 Ethernet connector - Optimized interface
4. VGA DB 15 Pin connector (normally unused)
5. PS/2® keyboard mini DIN connector (normally unused)
6. Serial connector (RS-232 COM1) (normally unused)
7. USB connectors

Note: VGA/ PS-2 connectors or Serial connector can be used to directly access UDgateway console when there is no network connectivity.

2.3. Hardware model : M2

The UDgateway hardware model M2 was known as UDgateway-PRO model in previous versions. It corresponds to the following part numbers:

- ACH-AGW-1ER-4.x:*
- ACH-AGW-1EF-4.x:*
- ACH-AGW-1EM-4.x:*

Refer to installation guides from previous soft version.

Figure 5 - UDgateway - M2 hardware - Front Panel

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3. UDgateway Installation

3.1. Safety first

Read these safety instructions before starting any installation work. Refer also to the general safety instructions at the beginning of this manual.

3.1.1. Safety instructions

WARNING
Before applying power to any equipment you are using or installing, look for possible hazards such as moist floors, ungrounded power extension cables or missing safety grounds, and locate the emergency power switch for the room in which you are working so you can isolate power quickly if necessary.

WARNING
If an electrical accident occurs, turns off the emergency power switch for the room in which you are working, cautiously unplug the UDgateway®'s power, and get medical assistance for any injured person.

WARNING
Do not work alone in potentially hazardous conditions - take all precautions to remove the hazard first.

WARNING
Keep tools away from walk areas where you and others could fall over them.

CAUTION
Keep the UDgateway® area clean and dust-free during and after installation.

3.2. General requirements

You should make sure that the following general requirements are met before proceeding with the installation.

3.2.1. Environment

The UDgateway® must be installed in:

- a clean, dust free environment
- an area without direct sunlight, close proximity to heat sources, or high levels of electromagnetic interference (EMI).

3.2.2. Airflow and cooling

Provision must be made for:
- at least 10 cm free space around the UDgateway® for proper air flow
- ensuring that the UDgateway® temperature and humidity environment can be maintained. See 'Technical Data' chapter.

A sufficient air supply for the system must be provided. Be sure that no obstacles are blocking the airflow to the air inlet

3.2.3. Electrical power requirements

- Ensure that the UDgateway® installation can be electrically bonded to a suitable 'Safety Earth'
- Ensure that the power circuit can deliver the UDgateway® needs - see 'Technical Data' chapter.

WARNING - Electrical Utility Connections

- *All electrical installation work must be carried out by a qualified electrician.*
- *Before connection to a network the UDgateway® and associated equipment must be wired to a suitable protective 'Safety Earth'.*
- *Make sure that all external units cabling are routed so as not to present a hazard to personnel.*

3.2.4. Attention

To prevent damage, do not remove the cover and avoid touching the internal components as this could affect the guarantee of the product.

3.3. Before installing a UDgateway®

3.3.1. Pre-requisites

Before installing the UDgateway®, check that following requirements have been met.

3.3.1.1. Network access

The standard scenario to configure UDgateway is using a web browser through TCP/IP connectivity.

Any computer with an OS supporting a standard TCP/IP stack and a recent web browser will do.

3.3.1.2. Console access

In some scenarios, where you cannot connect to the UDgateway through Ethernet (TCP/IP) and a web browser, you may need to access the UDgateway through a console port to restore connectivity.

UDgateway console port can be accessed either through:

- screen or keyboard (connected to the UDgateway)
- or a serial connection (which requires a serial crossover cable connected between UDgateway serial port and computer as well as a serial terminal software installed on computer).

  ***Note**: The UDgateway serial port default configuration parameters are:*
  - Baud rate: 115200
  - Data Bits: 8
  - Parity: None
  - Stop bits: 1
  - Flow control: None

3.3.1.3. Tools

No specialised tools are recommended other than tools found in a standard telecom installation engineers toolkit.

3.3.2. Prepare network architecture

Before continuing, you should decide on the following:

- **where you will be locating your equipment,**
- **how you will be ensuring network connectivity,**
- **and what will be your IP addressing.**

This is a pre-requisite of installation and configuration. With this information in hand, you will be able to proceed by following the steps described below.

3.4. Hardware installation details

The procedure to install the UDgateway® successfully is as follows:

1. Unpack the UDgateway® and check the contents of the package
2. Interconnect the UDgateway® for configuration

   For more detailed information on the hardware installation procedure, please refer to the following paragraphs.

3.4.1. Unpacking notes

Unpack and check the contents of the shipping packaging. Verify that the following are included with your shipment:

- 1 UDgateway® in its protection wrapping
- 1 power cable (in conformity with Continental Europe standards)
- 1 RJ45 Ethernet crossover cable with RJ45 sockets (length: 2 meters). **The Ethernet cable provided is a crossover cable allowing UDgateway configuration when a computer is directly connected to the UDgateway without an Ethernet switch.**
- 2 wall mount brackets + screws (M3 & M4 models)
- A Documentation CD
- 1 flyer: Read Me

Figure 6 - Content of the package

Examine shipping packaging and system parts for physical damage and shortages - report damage/shortages immediately to the supplier. Retain damaged shipping material and damaged parts for damage reports.

Preserve the box as well as the protective polystyrene: they are adapted to the transport of your UDgateway®.

CAUTION
Static electricity may damage the components of your UDgateway®.

3.4.2. Connections

All connectors are on the rear side of the UDgateway®. Connect all cables according to the cabling plan below.

3.4.2.1. Ethernet connections

- **xl0 (WAN)** - This interface must be connected to the Constraint Network.
- **fxp0 (LAN)** - This interface must be used for initial configuration (step-by-step configuration)

  Traffic going through fxp0 interface is intercepted in order to be optimized when going through xl0 interface.
- **xl1 (WAN1)** - This interface is used in a multi-WAN environment with Link Management option.
- **xl2 (WAN2)** - This interface is used in a multi-WAN environment with Link Management option.

3.4.2.1.1. Scenarios with fxp0 and xl0 interfaces

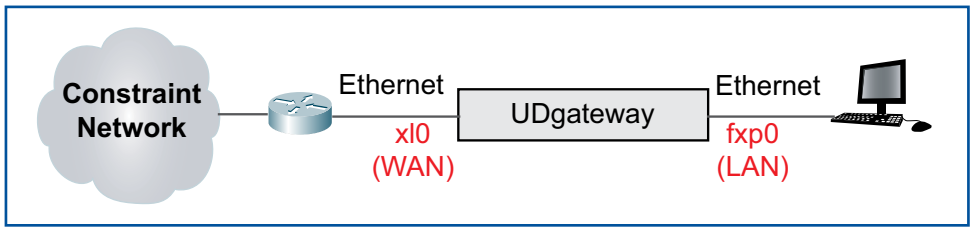

Figure 7 - Ethernet connections - Typical network architecture

***Remark**: A constraint Network is a network with long delays and bandwidth limitations which requires optimization.*

It is highly recommended that fxp0 and xl0 interfaces are connected to different Ethernet switches. If the same Ethernet switch is used, fxp0 and xl0 Ethernet segment should be isolated using VLAN technology.

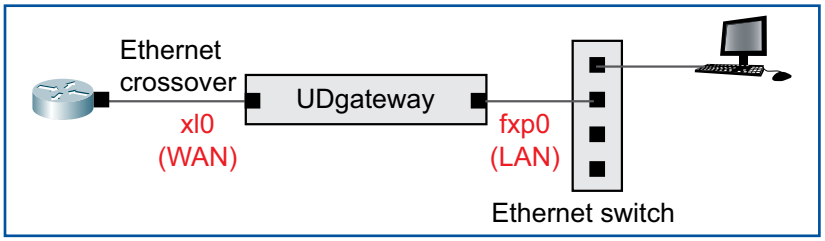

Figure 8 - Scenario with 1 switch

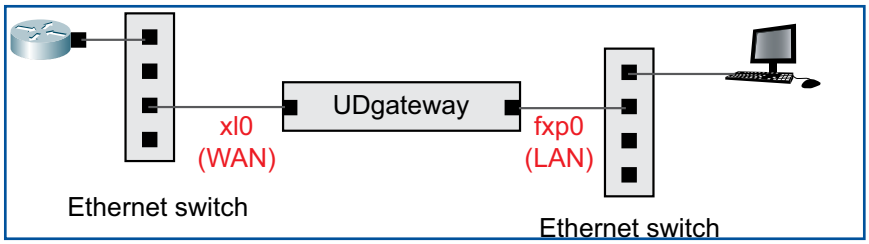

Figure 9 - Scenario with 2 switches

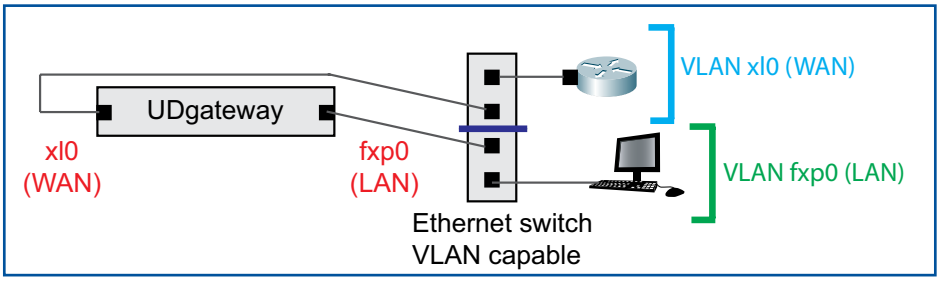

Figure 10 - Scenario with 1 physical switch on VLAN technology

3.4.2.1.2. Multi-WAN scenarios

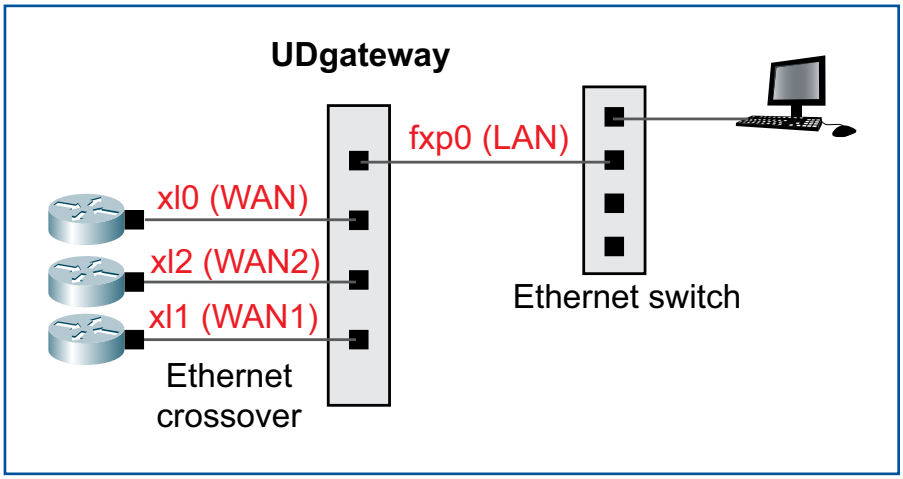

Figure 11 - Multi-WAN scenario with 1 switch

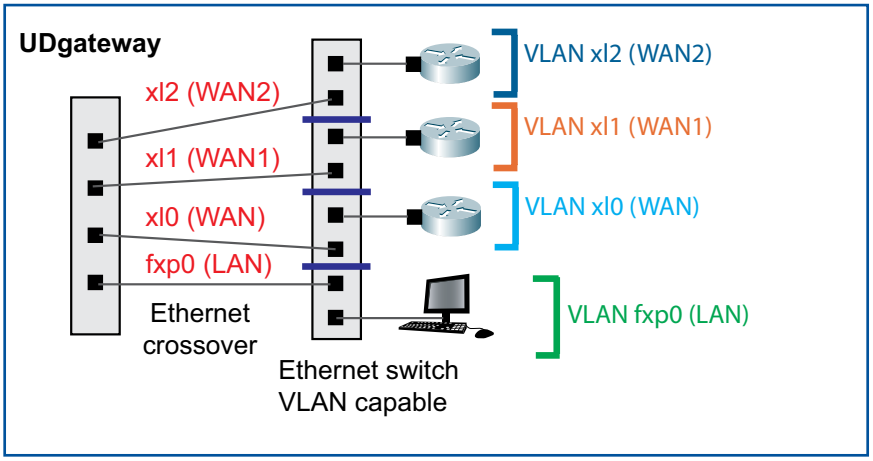

Figure 12 - Multi-WAN scenario with 1 physical switch on VLAN technology

3.4.2.2. Screen / Keyboard console connection

There is a possibility to connect a screen and a keyboard to the UDgateway in order to directly access the UDgateway when network connectivity has been lost or when required by OneAccess Technical Support for troubleshooting purposes.

3.4.2.3. Serial console connection

There is a possibility to access the UDgateway console port through a serial port which can be used when network connectivity has been lost or when your datacenter has been equipped for monitoring through serial connections (either directly or via a modem).

***Note**: The UDgateway serial port default configuration parameters are:*
- Baud rate: 115200
- Data Bits: 8
- Parity: None
- Stop bits: 1
- Flow control: None

3.4.2.4. Rack mounting of the UDgateway

Decide on a suitable location for the rack unit that will hold your UDgateway. It should be situated in a clean, dust-free area that is well ventilated. Avoid areas where heat, electrical noise and electromagnetic fields are generated. You will also need it placed near a grounded power outlet.

The UDgateway design allows the UDgateway to be installed into a rack using the "chassis ears".

- Hold the UDgateway in the rack and screw the chassis to the rack using the three screw holes located in the chassis ears.
- The chassis is held in place by the chassis ears and does not slide in and out of place.

Figure 13 - Rack mounting

3.4.2.4.3. Mid-Mount in a Telco Rack (not valid for M2 Hardware)

The UDgateway supports Telco rack installation. It allows the UDgateway to be installed into a Telco rack without the use of rails.

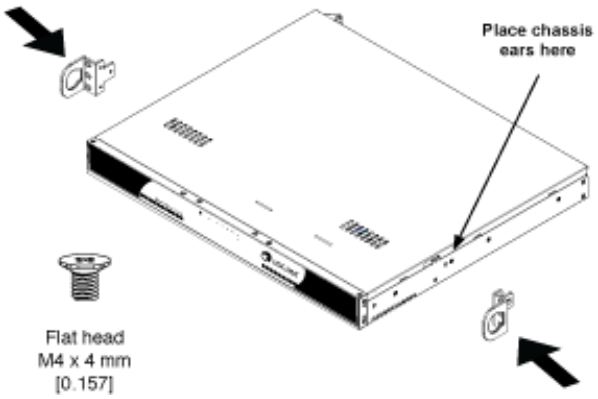

Figure 14 - Mid-mount in a Telco-rack

- Remove the chassis ears (if the ears are installed at the front of the chassis).
- Locate the three screw holes in the middle of the chassis and secure the ears to the chassis with three flat head screws. Make sure the screws are secure, but do not over tighten the screws.
- Hold the chassis in the Telco rack and screw the chassis to the rack using the three screw holes located in the chassis ears.
- The chassis is held in place by the chassis ears and does not slide in and out of place.

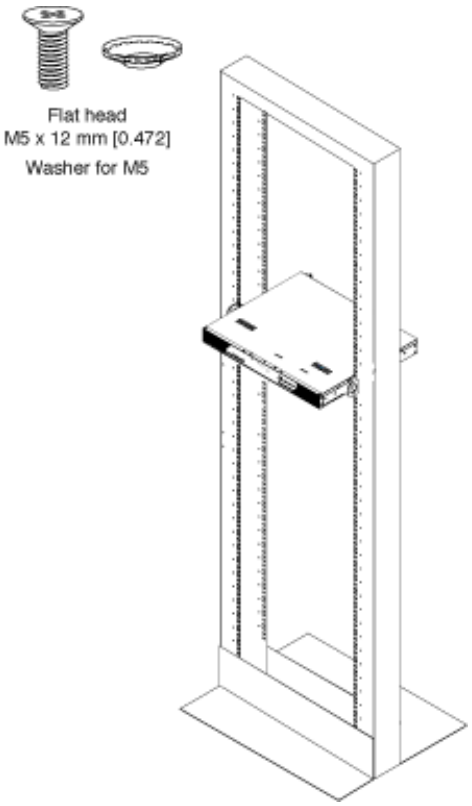

Figure 15 - Mid-mount in a Telco-rack

3.4.2.5. Wall mounting of the UDgateway (not valid for M2 hardware)

The wall mount kit included with the UDgateway can be used to mount the UDgateway on a wall.

Figure 16 - Wall mount kit

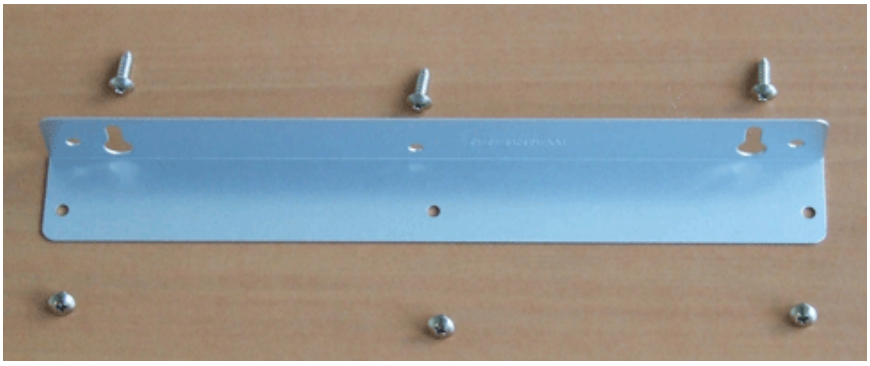

Figure 17 - Bracket + screws

Figure 18 - Wall mounting - step 1

Figure 19 - Wall mounting - step 2

4.1. UDgateway M4 hardware specifications

4.1.1. Size and weight specifications

Height: 43 mm (1.7 inch) - **1U**
Width: 426 mm (16,8 inch)
Depth: 356 mm (14 inch)
Weight: 7 kg (15.43 lb)

4.1.2. Environmental specifications

Temperature range
- Operating: +10°C to +40°C (+50°F to +104°F)
- Storage: 0°C to +60°C (+32°F to +140°F)

Humidity range
- Operating: 10% to 80% (not condensing)

Estimated MTBF
- 39012 H at 25°C (77 °F)

4.1.3. Electrical specifications

Power requirements
- Operating voltage: 100-240 VAC - frequency 50-60 Hz
- Maximum power: 260W

Compliance approvals
- CE, RoHS and WEEE conformity

4.1.4. Port specifications

4.1.4.1. Ethernet ports

- 4 x Gigabit Ethernet interfaces (10/100/1000 Mbps)
  . 1 for interception (fxp0)
  . 1 for optimization (xl0)
  . 2 for multi-WAN environment (xl1 and xl2)
- Ethernet Bypass support in Bridge mode
  . Yes between fxp0 and xl0

4.1.4.2. Console ports

- 1 x RS-232 serial port connection
- 1 x VGA/PS2 screen/keyboard connection

4.1.4.3. Fans

- Yes (1 fan blower)

4.1.4.4. Storage

- OS storage on SATA hard drive
- Data storage on SATA hard drive

4.1.4.5. Hardware management

- SATA Hard Drive supports SMART technology

***Remark**: Specifications are subject to change without notice*

4.2. UDgateway M3 hardware specifications

4.2.1. Size and weight specifications

Height: 43 mm (1.7 inch) - **1U**
Width: 426 mm (16,8 inch)
Depth: 356 mm (14 inch)
Weight: 7 kg (15.43 lb)

4.2.2. Environmental specifications

Temperature range
- Operating: +10°C to +40°C (+50°F to +104°F)
- Storage: 0°C to +60°C (+32°F to +140°F)

Humidity range
- Operating: 10% to 80% (not condensing)

Estimated MTBF
- 40642 H at 25°C (77 °F)

4.2.3. Electrical specifications

Power requirements
- Operating voltage: 100-240 VAC - frequency 50-60 Hz
- Maximum power: 260W

Compliance approvals
- CE, RoHS and WEEE conformity

4.2.4. Port specifications

4.2.4.1. Ethernet ports

- 4 x Gigabit Ethernet interfaces (10/100/1000 Mbps)
  . 1 for interception (fxp0)
  . 1 for optimization (xl0)
  . 2 for future product evolutions
- No Ethernet Bypass support

4.2.4.2. Console ports

- 1 x RS-232 serial port connection
- 1 x VGA/PS2 screen/keyboard connection

4.2.4.3. Fans

- Yes (1 fan blower)

4.2.4.4. Storage

- OS storage on SATA hard drive
- Data storage on SATA hard drive

4.2.4.5. Hardware management

- SATA Hard Drive supports SMART technology

***Remark**: Specifications are subject to change without notice*

4.3. Declaration of conformity CE

UDgateway Middle-Range appliance (M4 & M3 model) is based on a Pyramid hardware platform known as UDcast MidRange.

CE

Declaration of Conformity

Certificate No 2009-UD-ShortRack 07-08-2009

Pyramid Short Rack 1U

- UDCast MidRange-

The undersigned hereby declares, that the above-referenced product, to which this declaration relates, is in conformity with the provisions of:

Council directive 2004/108/EEC on Electromagnetic Compatibility
Council Directive 2006/95/ECC on Low Voltage

The testings were done in conformity with the following standards:

EN 55022:2006 Kl.B,; EN 61000-3-2:2006;
EN 61000-3-3+A2:2005;
EN 60950-1:2006

The authorized representative of the company
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Eingetragen beim
Amtsgericht Freiburg
HRB-Nr. 3018
USt.-IdNr. DE142111714
WEEE-Reg.-Nr. DE 59162004

Gerichtsstand
Freiburg im Breisgau

Steuernummer
06449/40308

Geschäftsführer
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Lieferung erfolgt ausschließlich unter Eigentumsvorbehalt. Es gelten die umseitig abgedruckten Geschäftsbedingungen.

4.4. Declaration of conformity RoHS and WEEE

UDcast

2455, Route des Dolines

06906 Sophia Antipolis cedes
France

Freiburg, den 07.08.2009

Declaration of Conformity RoHS and WEEE

Dear Sirs,

The law regarding the marketing, withdrawal and environmental disposal of electrical and electronic equipment determines the responsibilities of the manufacturers of those devices, according to (ElektroG) from March 16, 2005 (Federal Law Gazette, part 1, number 17 from March 23, 2005).

UDCast MidRange Appliance (CPYUD*)**

- We confirm that the above listed products are produced in accordance with the **RoHS**: guidelines. The RoHS guidelines contain the material restrictions for electrical and electronic equipment that will be put on the market after July 1, 2006. The use of lead, mercury, cadmium, hexavalent chrome, polybrominated biphenyl (PBB), and polybrominated diphenyl ether (PBDE) is forbidden from then onwards. The manufacturers have confirmed the conformity of their products. The conformity may in particular cases indicates, that manufacturers refer to the server exection, which can still be used until 2010 (attachement of the rules 2002/95/EG, Abs. 7).
  Because of these informations, Pyramid Computer can affirm that the delivered products are in accordance with the terms of the RoHS guidelines.
- **WEEE**: Pyramid Computer GmbH has been a registered manufacturer of professional devices for information and telecommunications technology since November 2005. – The WEEE Registration number: DE 59162004.

Best Regards

Frieder Hansen
- Geschäftsführer -

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Lieferung erfolgt ausschließlich unter Eigentumsvorbehalt. Es gelten die umseitig abgedruckten Geschäftsbedingungen.

5.1. Hardware/ software compatibility matrix

HARDWARE MODEL	SOFTWARE VERSION						
	v1	v2	v3.1	v4.1	v4.3	v5.1	v5.3
M4						❑	❑
M3					❑	❑	❑
M2				❑	❑	❑	❑
M1			❑	❑	❑		
M0	❑	❑	❑	❑			

HARDWARE MODEL	SOFTWARE OPTIONS			HARDWARE OPTIONS
	CIFS ready	WANcompress ready	Service Platform ready	Ethernet Bypass ready
M4	❑	❑	❑	❑
M3	❑	❑	❑ no bypass	
M2	❑	❑		
M1	❑			
M0				

Starting with UDgateway software version 5.1, hardware model can be checked from UDgateway web GUI interface.

For previous UDgateway software versions, from a sticker usually placed on the rear of the UDgateway, you can check what was your UDgateway part number at delivery time.

As a guideline, you can use the table below to identify your hardware model. If you have any doubt, you can contact Technical Support with your UDgateway Serial Number in order to check your hardware model and its compatibility with a software version.

HARDWARE MODEL	PART NUMBER
M3	ACH-AGW-P2E-4.3:*
M2	ACH-AGW-1EM-4.*:* ACH-AGW-1EF-4.*:*
M1	ACH-AGW-1EM-3.*:* ACH-AGW-1EF-3.*:* ACH-AGW-1ER-3.*:*
M0	ACH-AGW-1ER-2.*:* ACH-AGWSA-1E-1.*:* ACH-AGWVPN-1E-1.*:*

5.2. Check the hardware model

If you benefit from v5.x release, you can check hardware model from the UDgateway web GUI interface.

For more information about how to enter the UDadmin welcome page, refer to Advanced Configuration Guide.

Figure 20 - UDadmin welcome page

Reader's Remarks

Your comments enable improvements of the document quality; they have a significant role when documents are updated.
If you have any comments to make, do not hesitate to tell us about them. Just give us the page and the line references. Your comments will be carefully considered.

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